# Hello.

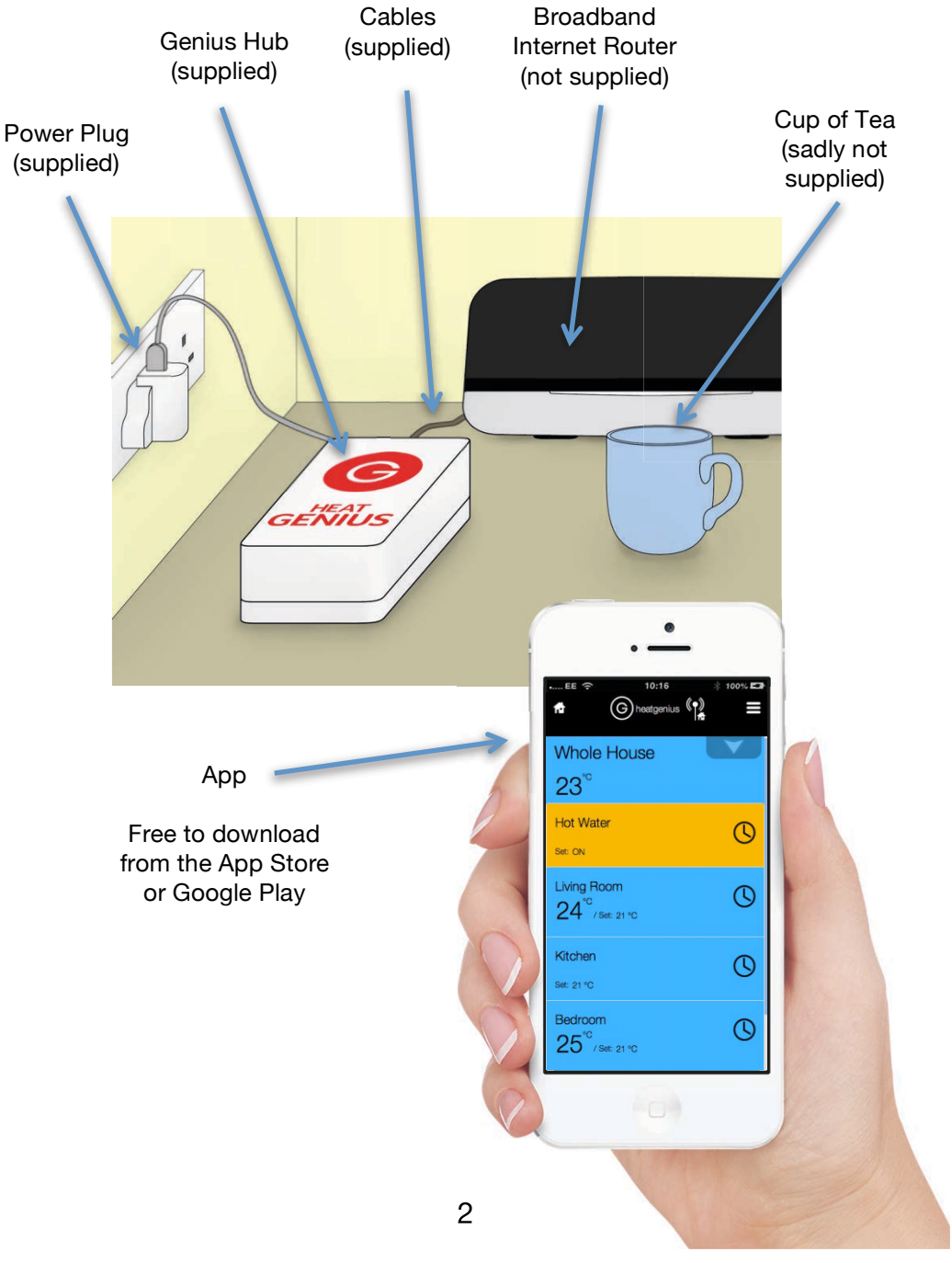
User Guide

# The Genius Hub

R2.8

# Welcome to the Genius Hub

## We'd like to show you around



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## Let's get connected

The Genius Hub will automatically log into our servers within about 5 minutes of starting up. Once it has checked in it will be waiting for you to login to it on your smart phone, tablet or computer.

If you have not already done so, you will need to download the Heat Genius app.

If you don't have a smart phone then visit the Heat Genius website and tap on the 'my hub' in the top right hand corner.

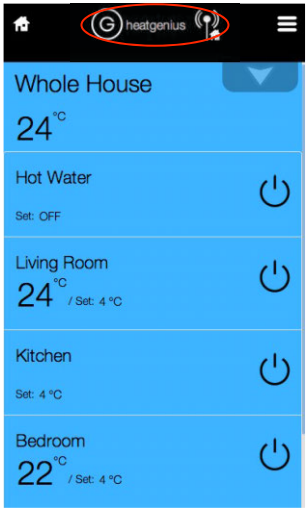
www.heatgenius.co.uk

**You must leave your Genius Hub powered on all of the time. It is always listening to and talking to the radiator valves and room sensors. If it is turned off, not only will your heating not work correctly, but also the battery life of the radiator valves and room sensors will be significantly shortened.**

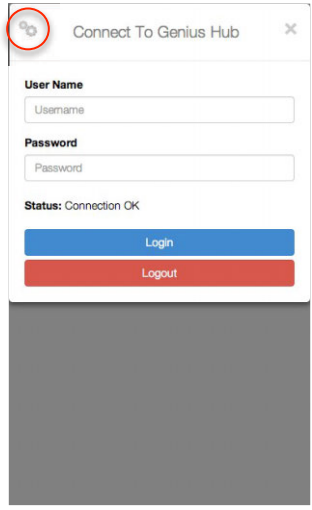
# Logging in

## Registering your Genius Hub

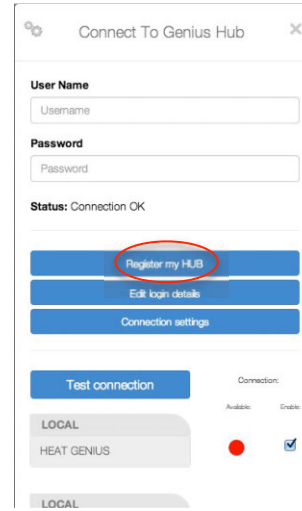
Once your Genius Hub is installed you must register it to make it secure. Registration is sometimes completed by the installer but if this is not the case you will need to complete this yourself. Through either the Heat Genius app or through the ‘my hub’ link on the Heat Genius website follow the following steps:




When you first open the app you will be prompted to enter your username and password. If are already logged in this is accessed by tapping your username at the top of the page.



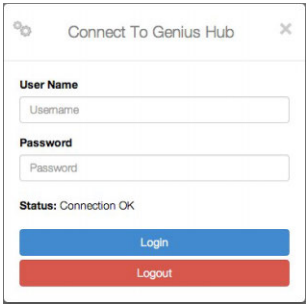

On this page tap the ‘settings’ (two cogs) icon in the top left.




This will open additional options from which you should select ‘Register my HUB’.

This will open the registration page on the Heat Genius website. To complete the process follow the on screen instructions.

## Logging in to your account and connecting the Genius Hub




Launch the app or the 'My Hub' link on the website. Type in the same username and password you set up during hub registration. If your hub is not yet registered please follow the steps above.

Once logged in the icon to the right of your username describes your connection status:

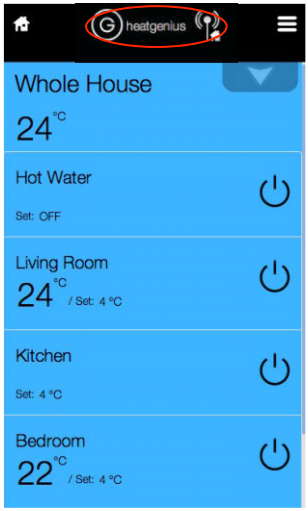
Your device is connected to your hub through Wi-Fi and is functioning normally.

Your device is connected to your hub remotely and is functioning normally.

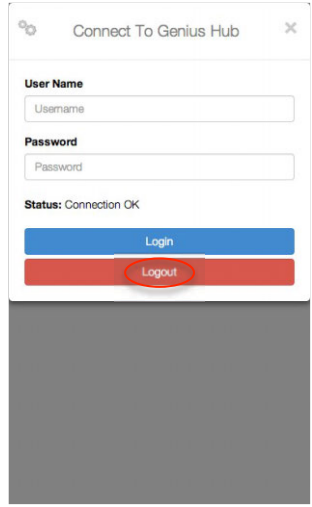
Your device was unable to connect. See troubleshooting for fixes to this problem.

## Logging out of your account

While minimised the app won't use any data so there is no need to log out. However, logging out is recommended if you are to lend your device to anyone.




To log out first open the ‘Connect to Genius Hub’ page by tapping your username at the top of the app.




Just tap ‘Logout’

# Introducing the modes

You will see the following symbols on the Heat Genius app home page, or the Heat Genius my hub webpage…

- OFF -

This shows the individual room is set to 'OFF'. When the rooms are off they are still monitored, if the temperature in the room drops below 4°C the boiler will be called on as part of frost protect.

- TIMER -

When in timer mode you have full control of the temperature in each room. You can set the time of day rooms are used, as well as the individual temperatures. See 'Setting up Timer' for more information.

- FOOTPRINT™ -

Footprint™ lets the Genius Hub do the thinking. The Genius Hub will learn when you use each room of the house that has a smart sensor. You just have to set up 3 temperatures for each room. This helps the Genius Hub know how you like the rooms when you are there and when you're away.

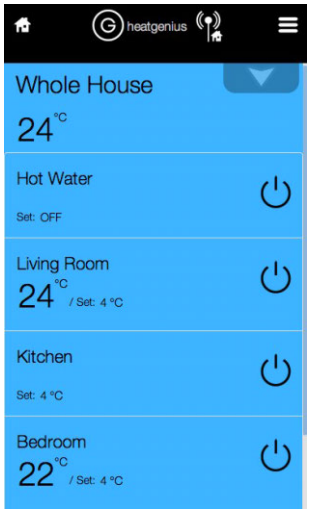
- **Active Temp – When you are home**
- **Away Temp – When you're not in the house**
- **Night Temp – When you will be sleeping**

- OVERRIDE -

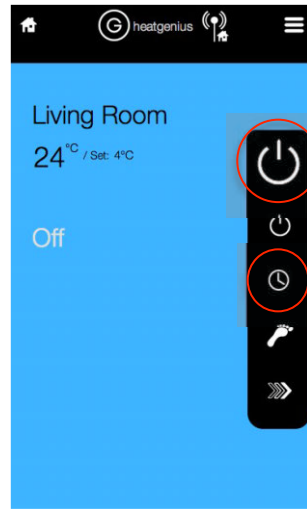
Override is used to control the temperature of rooms for a short amount of time. You simply pick a temperature and duration and leave the rest to Heat Genius. The system will automatically restore the previous mode once the time expirers.

# Timer

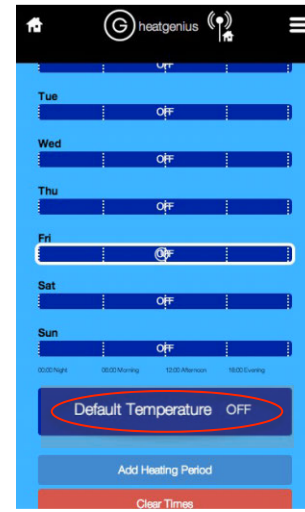
## Setting up




Tap on the room that you want to setup times and temperatures for.

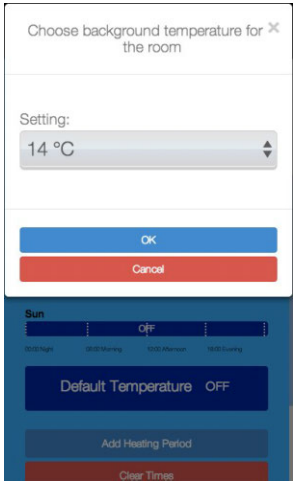



Tap on the mode icon to show the four modes (Off, Timer, Footprint & Override). Then tap the timer icon (clock) to change the room into 'timer mode'.

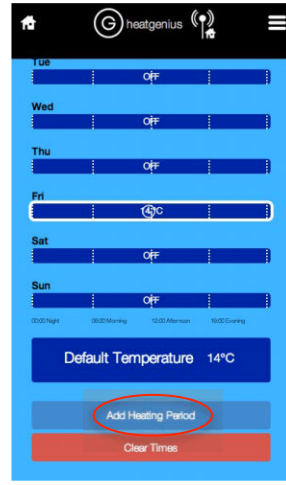



To set a default temperature which the room will go to during the times of the day that you don't set other temperatures to, tap 'Set Default Temperature' and select a temperature.

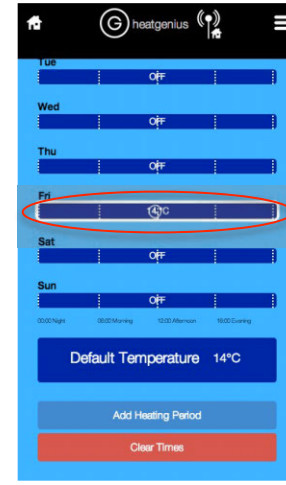
When you set up times you can either choose the time that you want the heating to come on, or the time that you want to have the room warm by. See 'Enabling pre-heat' later in this guide for the explanation of how to set this up.



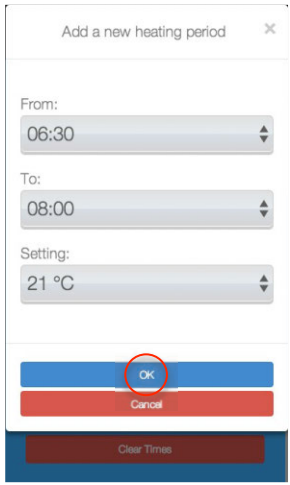

The default temperature can be ‘Off’ i.e. frost protect, or any other temperature. Here we chose 14° for the default temperature.



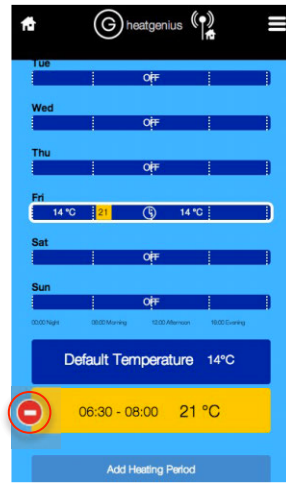

Tap on ‘Add Heating Period’ to set a time of the day when you want the room to be warmer.



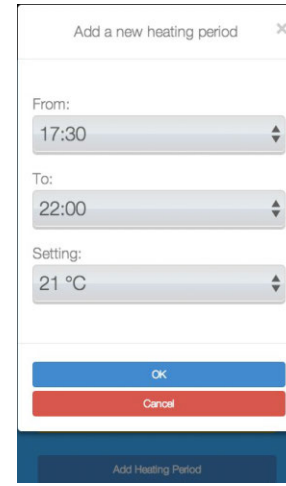

Alternatively you can tap the schedule display to add a heating period at the time tapped.




Select the start time you want the room to be warm by, the end time when you expect to leave the room, and the temperature you want that heating period to hold. Tap ‘OK’.

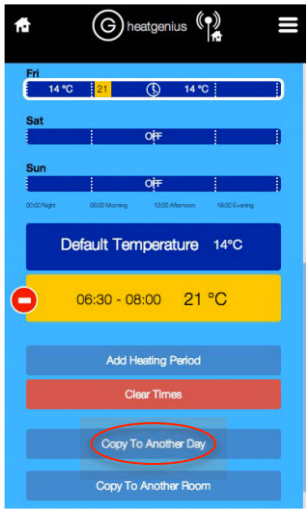



If you want to delete the heating period you just created tap on the red delete icon. Otherwise add the next heating period.

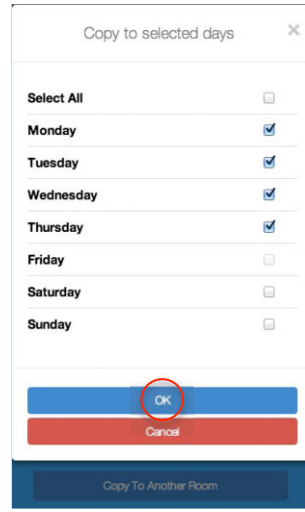



Set up the times and temperatures for another heating period. This time we’ve setup the afternoon.

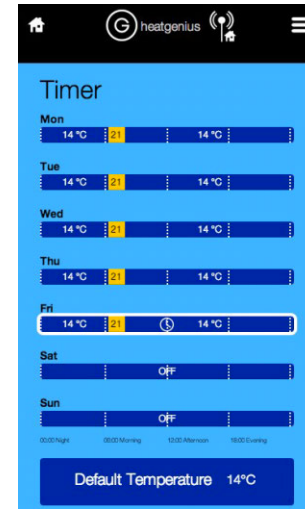
Once you have set up one day you can copy these times and temperatures to other days.




To copy the timers from one day to another day tap on ‘Copy To Another Day’.




Select the days of the week that you want to copy the timers to. Then select the rooms you wish to copy to or use ‘Select All’ to choose all days. Tap ‘OK’ to finish.



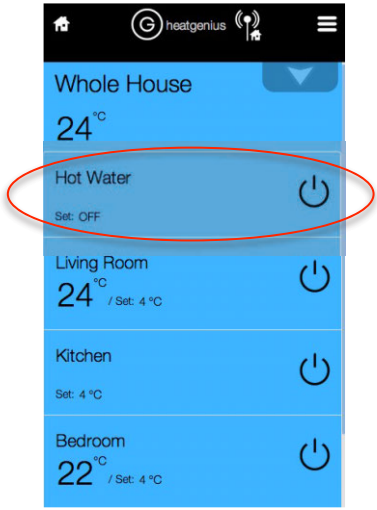

Hey presto… you will now see the timers have been copied to the other days.

Once you have set up a room how you like, you can copy this room to other rooms in the house in a similar manner.

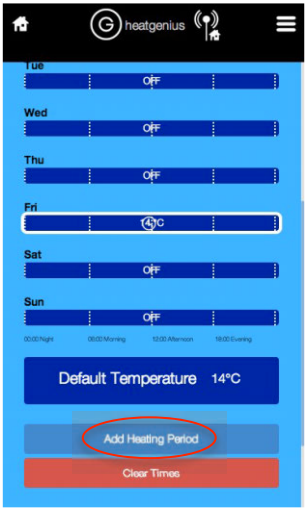
Remember that if you copy the times to another room this will not automatically change the other rooms into timer mode, you have to set each or the rooms to the mode you want individually.

## Using Timer to control hot water

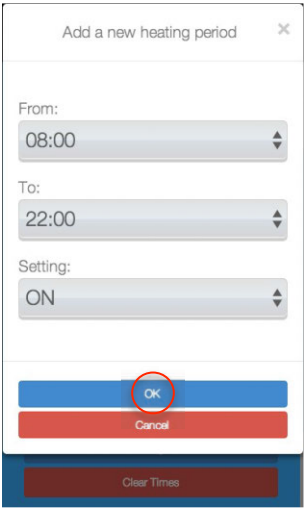
With the optional Hot Water control add-on, you can schedule your hot water using Timer. Select ‘Hot Water’ from your list of rooms and set up your schedule using the steps above.




On the home page select ‘Hot Water’ from above the list of rooms.



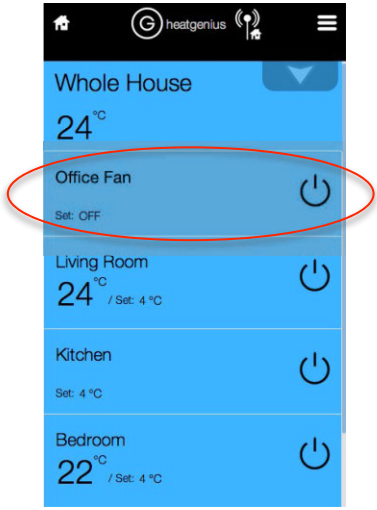

Tap on ‘Add Heating Period’ to set a time of the day when you will want hot water.



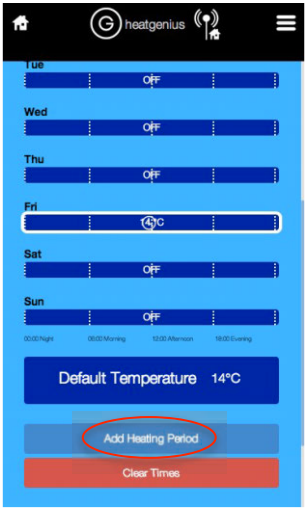

Select the start time and end times for this period. Tap ‘OK’.

## Using Timer to control devices connected to smart plugs

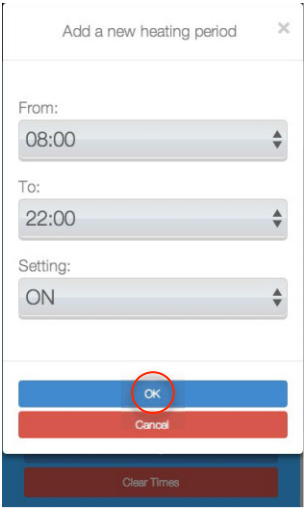
Timer can also be used to turn devices connected to smart plugs on and off as required.




On the home page select the smart plug from the list of rooms.




Tap on ‘Add Heating Period’ to set a time of the day when you will want the device to turn on.




Select the start time and end times for this period. Tap ‘OK’.

If the smart plug was positioned during installation do not move it. This may affect the Genius Hubs ability to communicate with your devices.

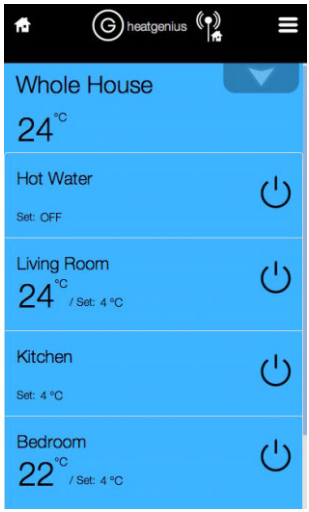
## Footprint

By using the rooms sensors, available to buy from the Heat Genius website, your Genius Hub learns when the room is used and uses this to predict when to next heat the room. This works on a 7-day schedule, so it will heat those days when you are at work differently to those you spend in front of the TV. By predicting when the room is used, Heat Genius will call on the boiler and open the radiator valves to heat the room up for when you normally start to use it. When you no longer normally use the room, the heating will shut off in this room, saving you energy.

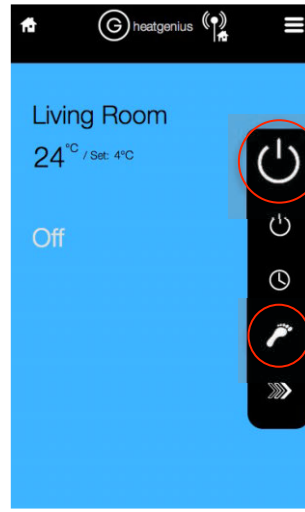
What if you use the rooms outside of the normal pattern? Heat Genius will react to you and your lifestyle even if it changes. If this is just a one off, then Heat Genius will react to your presence and switch the heating on once you have been in the room for a few minutes. This allows you to pass through rooms without setting your heating to on for those rooms. Once you then leave the room, the heating will turn off to save you money. If you repeat this change, Heat Genius will realise your pattern has change and change with you. Just like Timer mode, you can set an away temperature, so that the rooms don't cool down too far, meaning your rooms will be warm for when you return.

What about at night, I don't want the heating on every time I roll over! Footprint mode has separate settings for night time, allowing you to set a cooler temperature to be comfortable and to turn the presence detection off. You set when you want these settings to start and stop and the temperature, so it matches in with your lifestyle.

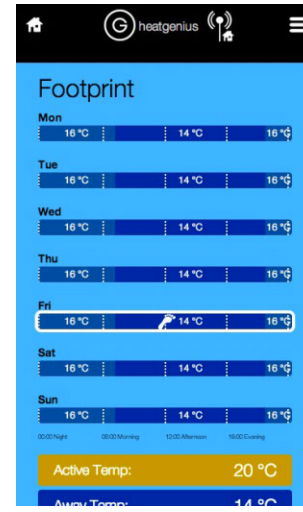
# Setting up Footprint



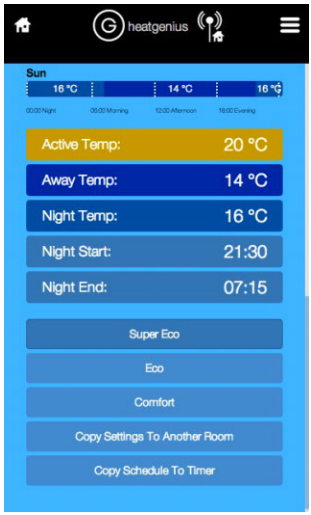

On the home page tap the room you wish start Footprint mode in.




Tap on the mode icon to show the four modes (Off, Timer, Override & Footprint). Then tap the Footprint icon to change the room into Footprint mode.




When you first look at footprint each day will be blank, but as the days pass you will see the Genius Hub begins to work out when you are in and when you are away.




You also need to choose a few temperature preferences:

- ‘Active Temp’ is for when you are in and want the room warm.
- ‘Away Temp’ is for when you are not using the room.
- ‘Night Temp’ is for the night time, where even if the room sensors detects movement it will stick at this temperature.

And set ‘Night Start’ and ‘Night End’ times:
During the hours of night the Genius Hub will ignore any movement that it senses. This is particularly relevant in bedrooms where any movement could keep the heating on at night.

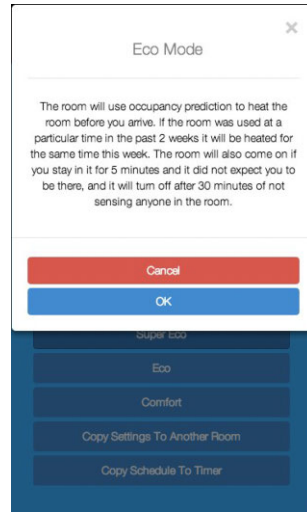
## Extra settings for Footprint

Super Eco – After you have been in the room for 5 minutes the room will start to be heated, and 20 minutes after you leave it will be allowed to cool. The room is purely reactive. This is how the heating will react in the first week as the Genius Hub learns your schedule.

Eco – The hub will use occupancy prediction to heat the room before you arrive. If the room was used at a particular time in the past 2 weeks it will be heated for the same time this week. The room will also come on if you stay in it for 5 minutes and it did not expect you to be there, and it will turn off after 30 minutes of not sensing anyone in the room. This is the recommended setting.

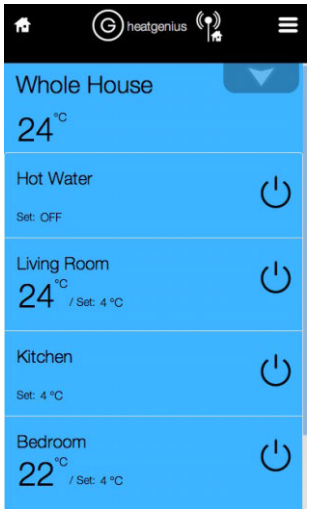
Comfort – The hub will use occupancy to heat the before you arrive and it will bridge any gaps for short periods of time that the room was not used. If the room was used at a particular time in the past 2 weeks it will be heated for the same time this week. The room will also come on if you stay in it for 5 minutes and it did not expect you to be there, and it will turn off after 30 minuets of not sensing anyone in the room.

Clicking on any of the Footprint modes gives more information on their functioning.

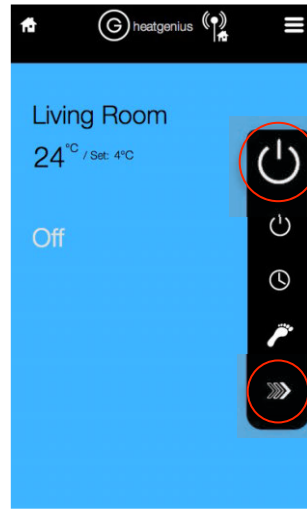

Eco Mode
The room will use occupancy prediction to heat the room before you arrive. If the room was used at a particular time in the past 2 weeks it will be heated for the same time this week. The room will also come on if you stay in it for 5 minutes and it did not expect you to be there, and it will turn off after 30 minutes of not sensing anyone in the room.
Cancel
OK
Eco
Comfort
Copy Settings To Another Room
Copy Schedule To Timer

# Override

Override is used to modify the temperature of rooms for a short amount of time. The system will automatically restore the previous mode once the Override period is complete.




On the home page tap the room you wish to Override the temperature in.

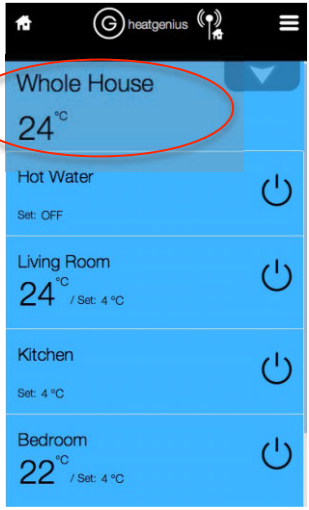



Tap on the mode icon to show the four modes (Off, Timer, Override & Footprint). Then tap the Override icon to change the room into Override mode.

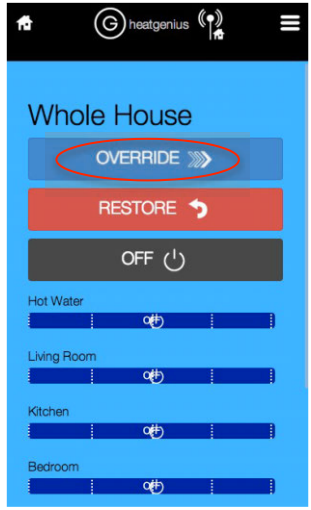
Select the temperature and time period required and the Override will start immediately.

Override starts as soon as the mode is chosen and once Override has been used on a certain room the temperature used will be remembered.

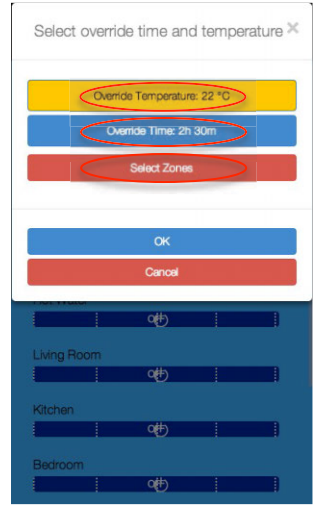
You can also Override multiple rooms or the whole house in one go:



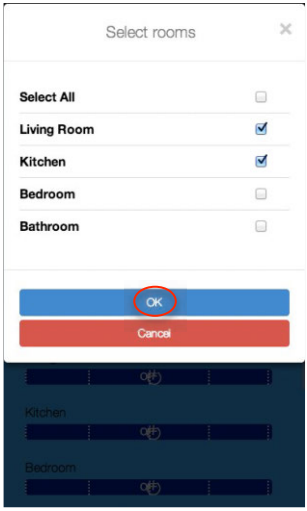

On the home page tap ‘Whole House’.



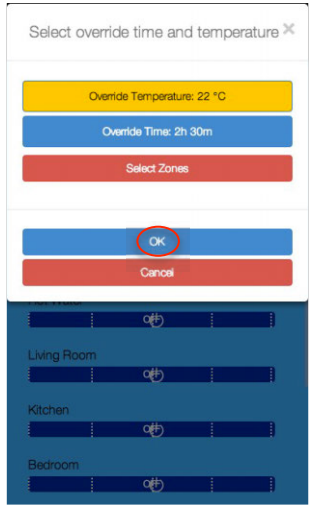

Tap on the ‘OVERRIDE’ button.



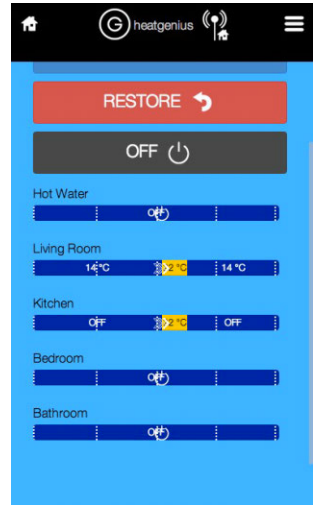

Select the temperature and time period required and then tap ‘Select Zones’.




Select the rooms you wish to Override or select ‘Select All’ to Override all the rooms on the house and tap ‘OK’.

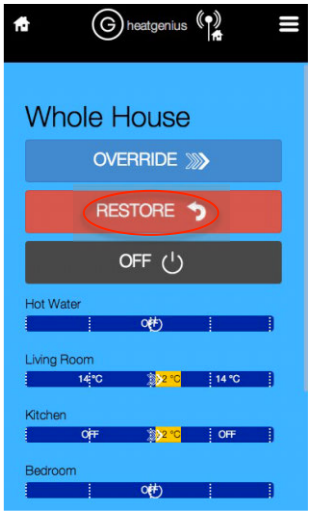



Then tap ‘OK’.



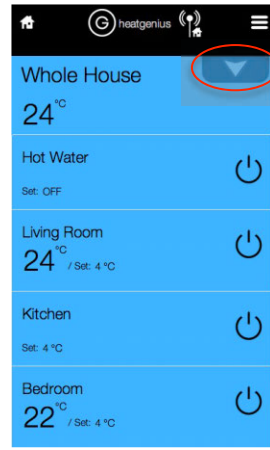

Notice the 24-hour room display below has changed to reflect the Override.

To cancel this tap ‘RESTORE’ under ‘Whole House’.



# Weather information

Heat Genius can display the weather data for your home that it uses for pre-heating your rooms. To access this simply tap the down arrow grey icon at the top right or middle of you homepage:




The app shows a range of useful information, such as humidity and ‘feels-like’ temperature. This takes into account wind-chill and humidity to give you a better idea of how you’ll experience the weather.

# Extra symbols you will meet along the way

## The home page

19° Set: 21°

19° C is the current temperature in the room (only shown for rooms where there is a room sensor).
21° C is the set (or target) temperature in the room.

Occupancy detected – when the system senses a room is being used this will show which rooms currently have people in them.

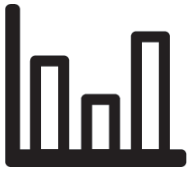
Note that there is a short delay in the symbol showing on the app as the system takes a number of readings over a period to time to stop rooms coming on if they are only entered briefly.

Linked rooms – rooms can be linked to each other. This means that when the room without the linked symbol (the parent room) is heated so will the rooms that are linked to it (the child room). This is particularly useful for hallways and bathrooms.

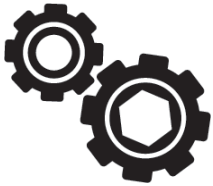
Warning – there is a problem with a device in a room. The heating will continue to work but the problem may affect the performance of the system. Tap on the symbol to see what the problem is.

Error – there is a fault within the system meaning it will no longer function properly. This may be a flat battery or a loss of connection to one of the devices. This must be addressed, as the heating may not be working correctly. Tap on the symbol to see what the error is.

Menu – to open the menu, accessing the pages below.



Charts pages – to view the historic temperatures and occupancy for each room or the house as a whole.



Settings pages – to set up a new room or make changes to an existing room.

Bug report page – to report a bug to Heat Genius.

Advanced settings – used to configure the advanced settings of your Heat Genius system.

**Warning: Incorrectly modifying these settings can severely affect the performance of your system. We recommend you only change these under the direction of Heat Genius engineers.**

# Settings for the rooms

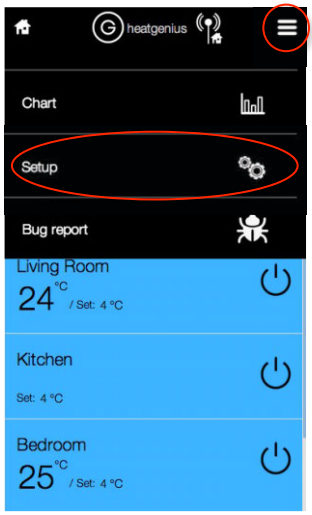
## Linking rooms

Rooms can be linked together. The linked room is controlled by the on and off times of the room that it is linked to.

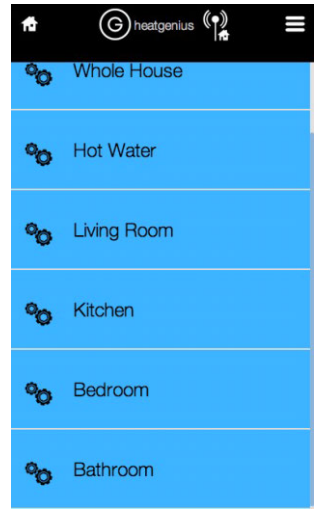
Think about it like a parent and a child. The parent room dictates the on and off times of the child room. (depending on how well behaved your children are)

An example is a bathroom that is used by two bedrooms. If the bathroom is linked to both bedrooms, when either of the bedrooms are active the bathroom will also be active.

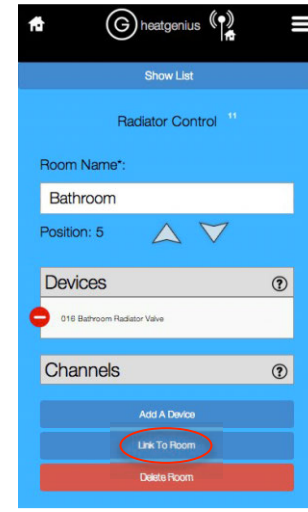
To link a room:



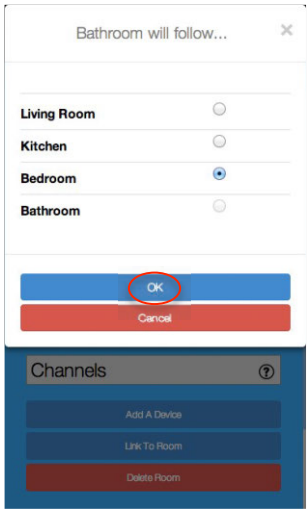

Tap the menu button on the home page and select ‘Setup’.



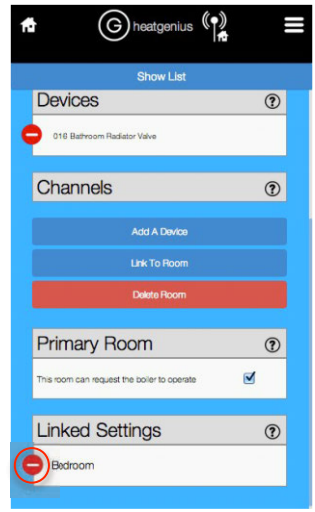

Tap on the room that you want to be linked another room (the ‘child’ room).



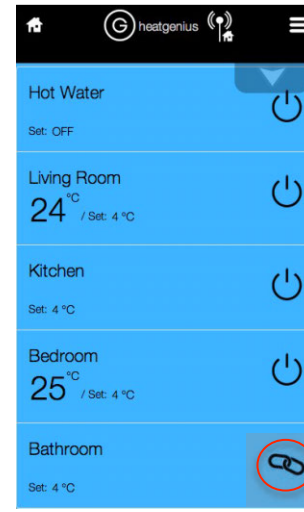

Choose ‘Link To Room’.




Now choose the room that will control it (its 'parent') and tap 'OK'.

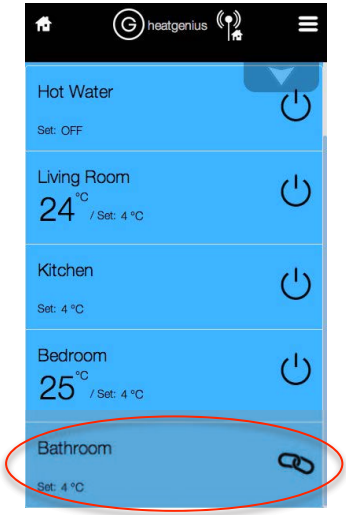



The parent room will now be listed under 'Linked Settings' with the option to remove the link with the 'Θ' button.

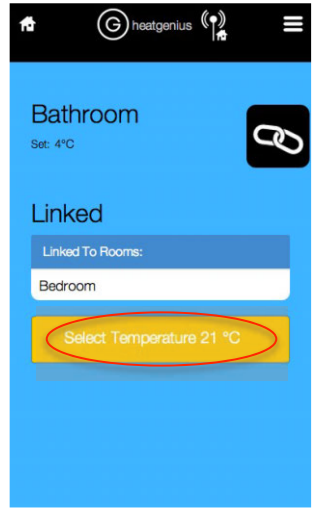



A link icon will now be displayed on the room on the home page.

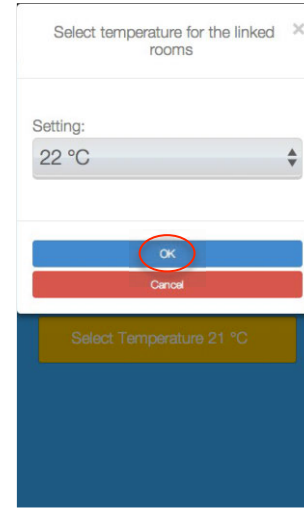
To change the temperature the room will heat to when triggered by the parent room:




On the home page tap the linked room.




Tap 'Select Temperature'.



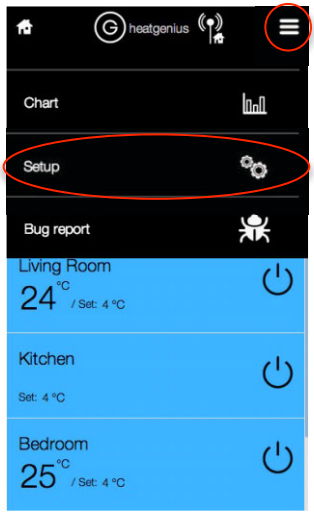

Select the temperature required and tap 'OK'.

## Primary Zone

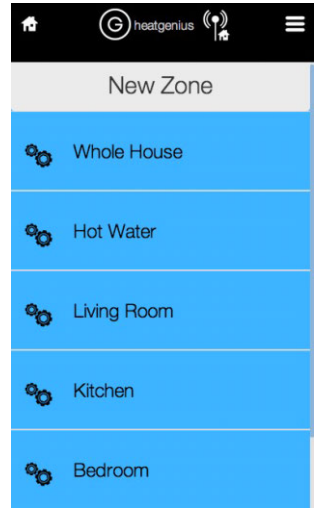
Use this to stop some rooms from being able to call the boiler on.

An example is a downstairs toilet or a hallway. This may have had timers set up but if the timing of the other rooms were to change and now that is the only room calling for heat it is unlikely to be sensible to run the boiler to heat just a toilet or hallway. By un-checking the box 'Primary Zone' the room will not be able to call the boiler on by itself, but if other rooms are on then it will come on.

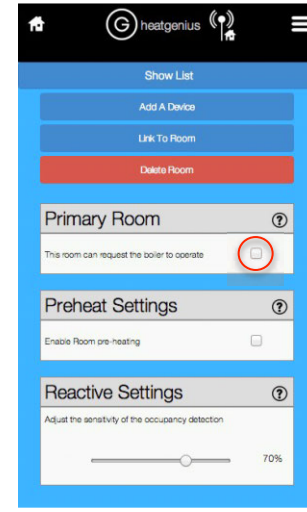
To stop a room from being able to call the boiler on:




Tap the menu button on the home page and select 'Setup'.




Tap the room you wish to change.



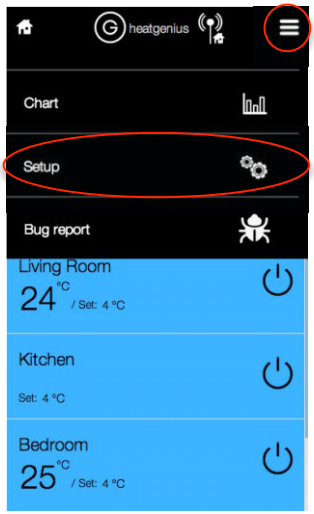

Un-check the box under 'Primary Zone'; next to 'This zone can request the boiler to operate'.

## Enabling pre-heat

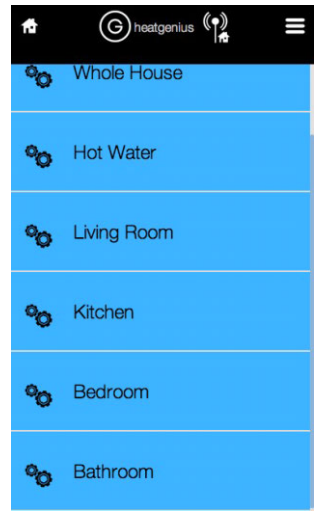
Using the local Met Office™ data and your heating history, your hub can automatically calculate the pre-heat duration for a chosen room. This means the room will reach the set temperature at the start of the 'heating period' rather than just starting to heat up. Your hub is adaptive, so it always learns and keeps up to date. As the season change and weather alternates so to do your warm-up times. This setting is set off as default.

You can also set a manual warm-up time giving you complete control over you Heat Genius system.

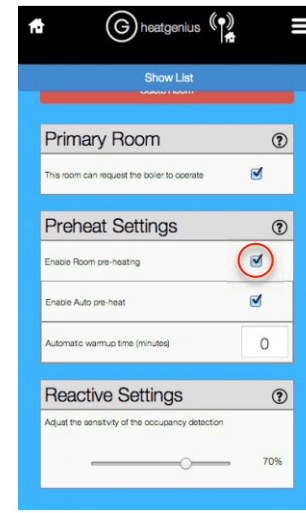
To enable pre-heating for a chosen room:



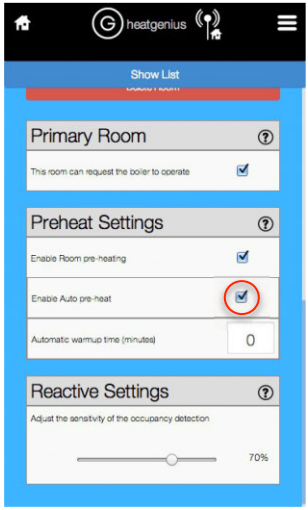

Tap the menu button on the home page and select 'Setup'.



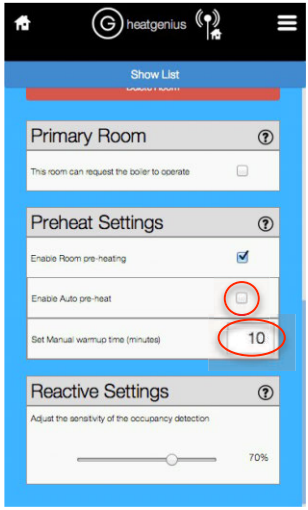

Tap the room you wish to change.




Under to 'Preheat Settings' check the box next to 'Enable Room pre-heating'.




To allow your hub to adaptively control your heating period ensure the box next to ‘Enable Auto pre-heat’ is checked.




Alternatively, to set your own heating period uncheck the box next to ‘Enable Auto pre heat’ and enter a time in minuets below.

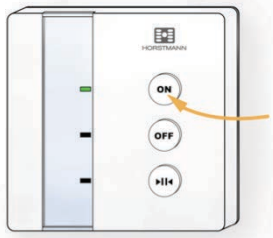
## The Boiler Controller (Single)

(One-Channel Receiver Unit)

The boiler controller (single) is used to switch the boiler on and off when required. It receives radio signals from the Genius Hub to tell it what to do.

In the unlikely event of a communication failure between the boiler controller (single) and the Genius Hub, it is possible to override the system using the on and off buttons on the boiler controller (single). Note that this only turns the boiler on. To bring individual rooms on you will also need to increase the temperatures on each of the radiators. See description below on how to do this.

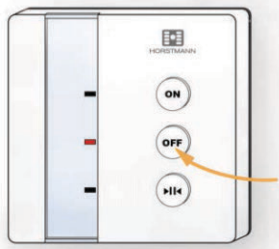
The boiler will remain on until communication is re-established between the boiler controller (single) and the Genius Hub. When communication is established the Genius Hub will take over control of the boiler controller (single) and normal operation will resume.




In normal operating pressing the ON button will boost all the rooms for one hour.

Or, it will override the system if in the unlikely event the system is down.

FEATURE COMING SOON




In normal operating pressing the OFF button will set the system to away until the next heating period, from either Timer or Footprint™ depending on the mode of the rooms.

Or it will override the system if in the unlikely event the system is down.

## Boiler Controller (Dual) (Optional)

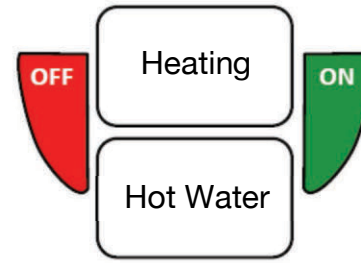
(Two-Channel Receiver Unit)

The boiler controller (dual) is able to switch on the boiler for the central heating and control the valve for the hot water tank.

The light on the top left of the device indicates its status:

- Solid amber light – Normal operating mode
- Flashing amber light – Failsafe mode

To access the controls pull door on the front of the device and it will swing to the right. The device incorporates four buttons on the inside of the case, the green and red controlling ‘ON’ and ‘OFF’ respectively. In most installations the top white button controls ‘Heating’ and the bottom controls ‘Hot Water’. To ensure this is the case with your device check the stickers on the inside of the case.




For status on either the heating or hot water systems press and hold the respective white button for 2 seconds. The light will turn either green or red representing the system is on or off respectively.

To change the state of either the heating or hot water systems press & hold the respective white button and either the ‘ON’ or ‘OFF’ button depending on what you want to achieve.

FEATURE COMING SOON

## The Thermostat

The Thermostat can be used to manually set the temperature in one room, or the whole house if you choose not to have any electronic radiator valves. The thermostat must stay in the same room once the system in installed.

The display will show the target (set) temperature in the room.

To adjust the temperature in the room turn the dial anti clockwise to decrease the temperature and clockwise to increase it.

Pressing the temperature setting dial will temporarily show the current actual measured temperature on the screen.

The flame symbol in the top right corner of the display indicates the room is calling for heat and the radiators should be warm in that room once the system has had time to respond (up to 15 minutes).

The Room Stats require 2 x AAA batteries. To change the batteries see the installation manual.

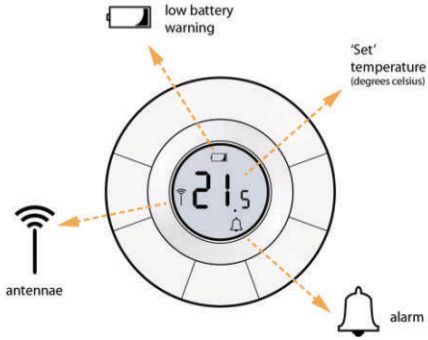
FEATURE COMMING SOON
FEATURE COMMING SOON
FEATURE COMMING SOON

## The Radiator Valves (Optional)

The radiator valves control the temperature in each of the rooms and communicate wirelessly with the Genius Hub.

For the first 7 days after installation onto a radiator, the intelligent valve is in a learning period where it will optimise the heating and response of the room. Please be aware you may hear it buzz from time to time as it learns about the characteristics of the radiator and the room. There is a lot more to these valves than meets the eye.

The antenna and alarm flash when the valve has not communicated recently with the Genius Hub. This is only a problem if the app also indicates a loss of connection.




Low battery is shown when the batteries need to be replaced in the valve. The valves require 2 x AA batteries. To change the batteries see the installation manual.

You can change the temperature in a room using the valve.

Press the right hand button to increase the temperature. Press the left hand button to decrease the temperature.

This will update the app to the new desired temperature.

FEATURE COMING SOON

Once installed on a radiator the valve shows a number of icons. Pressing any of the three buttons around the edge brings on the display.

21.5 - is the target (set) temperature. When a room is active this is the temperature the system is trying to achieve.

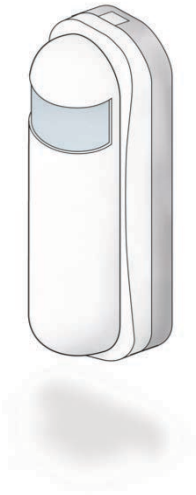
When the room is up to temperature or is not in use the temperature returns to 4.

## The Room Sensor (Optional)

The room sensor measures the temperature in the room and determines whether or not the room is being used. It communicates the Genius Hub wirelessly. When the battery becomes low the unit will flash red when it detects occupancy.

The room sensor requires 1 x CR123 battery. To change the battery see the installation manual.

## Advanced setting for Footprint Mode:



When you first install the system you may need to adjust the sensitivity of the rooms so the occupancy recorded on the charts is as you expect.

Look at the charts for the room in question and adjust the sensitivity up or down depending on if you see more or less occupancy than you would have expected.

The sensitivity setting can be found under the 'SETUP' and then within the individual room.

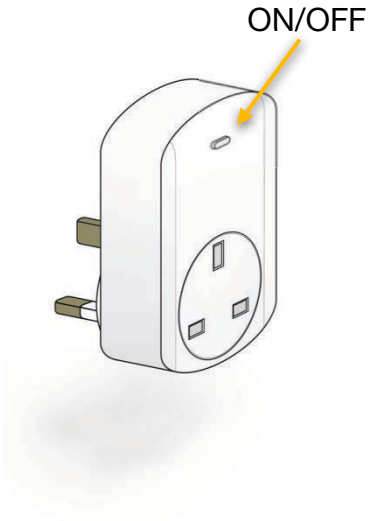
After 24 hours with the new sensitivity, look at the charts again to check you are happy with the change in sensitivity. Once this is set up it should not need to be adjusted.

If you have pets you will need to reduce the sensitivity to stop the pets bringing the rooms on when you are not at home.

## The Smart Plugs (Optional)

The Smart Plugs are used to boost the wireless signal around the house. Once it is placed in a room **it must remain in place and be turned on at the switch in the wall.** The LED on the front does not need to be lit for the plug to boost the signal.

Once installed all of the devices rely on this being present to communicate with the Genius Hub.




Lamps can be plugged into the smart plugs and the red LED on the front indicates if anything plugged into it is on.

The socket is rated to: 3,000W so do not plug any high power devices such as heaters or kettles into it.

Overload - When overload state occurs, the socket is disabled and the LED flashes on and off alternately at 0.5 second intervals. The overload state can be cleared by unplugging and reconnecting the socket to the wall outlet.

# Changing the batteries

## Thermostat

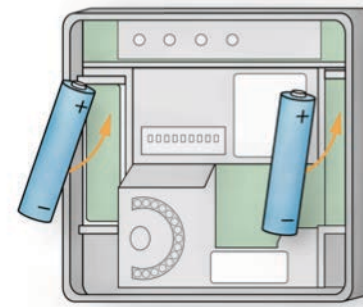
The thermostat requires 2 x AAA batteries (supplied). The batteries are designed to give approximately one years use.

To change the batteries the thermostat must be removed from the wall. First, loosen the two screws under the thermostat and swing the thermostat up and away from the wall plate.

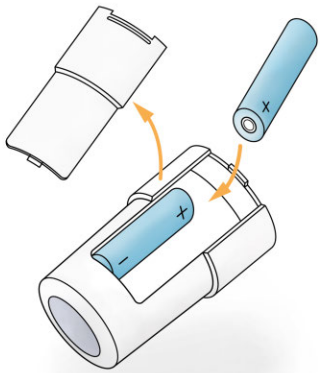
Rechargeable batteries may not be used as their voltage is too low (1.2V not 1.5V)

Front

Rear



## Radiator Valve

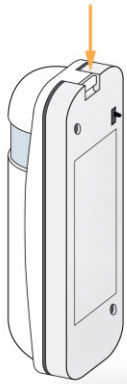


The radiator valves require 2 x AA batteries. Access these under the cover and use your nail to release the catch.

Batteries will last one year under normal operation.

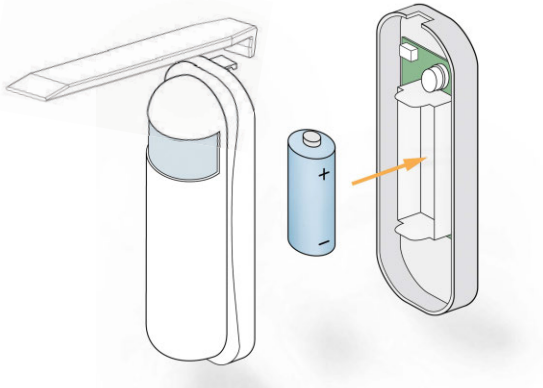
Rechargeable batteries may not be used as their voltage is too low (1.2V not 1.5V)

If possible do not remove the valve from the radiator to change the batteries. If the valve is removed it will re-enter its weeklong learning mode.



The battery used in the room sensor is 1 x CR123. This can be purchased directly from Heat Genius. The battery is designed to last one year.

If you wish to change the battery yourself you will require a small flat bladed screwdriver, which can be used to open the tamper-proof room sensor. This can be purchased separately from Heat Genius.




To open the sensor, place a tool into the top of the sensor until you hear a click. This will release the catch and allow the cover to swing down. Then it can be removed the front. The battery is located behind the cover.

To return the cover click it in at the bottom of the device and allow it to hinge up until there is a click as the top locks the cover in place.

**Water and wet locations.** Keep the Genius Devices away from sources of liquid such as drinks, washbasins, bathtubs, showers, and so on.

**Power supply.** Use only the power adapter that came with the Genius Hub, or a Heat Genius authorized power adapter that is compatible with this product.

Make sure the AC plug and USB connection is fully inserted into the power adapter before plugging the adapter into a plug socket.

The power adapter may become warm during normal use. The USB Power Adapter complies with the user-accessible surface temperature limits defined by the International Standard for Safety of Information Technology Equipment.

# Troubleshooting

Can't logon to my Genius Hub

- Is the phone/tablet/computer connected to the internet?
- Is the Genius Hub connected to the broadband router and powered on?
- Check that there is Internet in the house (visit Google on a web browser connected to the local WiFi and search for something).
- Check that the Ethernet cables are plugged in – remove and replace a few times to remove any dust.
- Reboot your broadband router and wait 10 minutes for it to come back online.
- Turn off the Genius Hub at the plug wait 10 seconds and then power it on, wait 10 more minutes for it to reconnect to the Heat Genius servers. (Remember that cup of tea?)

Offices and techie households

- If you connect the Genius Hub to a business or commercial network then your IT department may have a firewall stopping the Genius Hub connect to the outside world! You need to ensure that ports numbered 1221, 1222 and 1223 are open to inbound communication. Without this your Genius Hub will not be able to connect to the Heat Genius servers and you will not be able to connect to it from outside the property.

Cannot communicate with the Boiler Controller

- If the boiler controller does not communicate with the Hub then the smart plug will need to be put in between the boiler controller and the Hub. Think about what would be stopping the signal, and remember that it travels in straight lines between the device and the Hub. Use the smart plug to bridge the gap between the boiler controller and the Hub.
- If there is still no connection with the boiler controller then another smart plug will need to be placed in between the problem device and last smart plug.

Cannot communicate with the battery-powered devices.

- If a device does not communicate with the Hub then a smart plug will need to be put in between the problem device and the Hub. Try to think about what might be stopping the signal and remember that it travels in straight lines between the device and the Hub.
- Move the smart plug that is closest to the problem device closer to the problem device. Then try Fix node on the app.

**Cleaning the Genius Hub.** When cleaning the outside of the Genius Hub and its components, dampen a soft cleaning cloth to wipe the Genius Hub exterior. Avoid getting moisture in any openings. Do not spray liquid directly on the Genius Hub. Do not use aerosol sprays, solvents, or abrasives that might damage the finish.

**Heat Genius Service and Support.** The Genius Hub comes with 90 days of technical support and two years of hardware repair warranty coverage by Heat Genius Ltd.

If you have any problems with this product please do not hesitate to use our free call back facility on our website www.heatgenius.co.uk or email support@heatgenius.co.uk.

The first 90 days of support are complimentary. Have the purchase date and your Genius Hub ID number (written on the underside of the Genius Hub) ready.

Your 90 days of complimentary telephone support begins on the date of purchase.

# European Compliance Statement

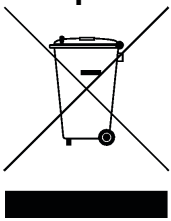
This product complies with the requirements of European Directives 2006/95/EC, 2004/108/EC, and 1999/5/EC.

Europe–EU Declaration of Conformity

CE

A copy of the EU Declaration of Conformity is available by request from Heat Genius at: Heat Genius Ltd, 22 Dreadnought Rd, Brierley Hill, West Midlands, DY5 4TG, Email: support@heatgenius.co.uk

**European Union—Disposal Information**



The symbol above means that according to local laws and regulations your product should be disposed of separately from household waste. When this product reaches its end of life, take it to a collection point designated by local authorities. Some collection points accept products for free. The separate collection and recycling of your product at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment.

# Heat Genius Two (2) Year Limited Warranty – Genius Hub.

## For Heat Genius Branded Products Only

HOW CONSUMER LAW RELATES TO THIS WARRANTY. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY BY COUNTRY. OTHER THAN AS PERMITTED BY LAW, HEAT GENIUS DOES NOT EXCLUDE, LIMIT OR SUSPEND OTHER RIGHTS YOU MAY HAVE, INCLUDING THOSE THAT MAY ARISE FROM THE NONCONFORMITY OF A SALES CONTRACT.

FOR A FULL UNDERSTANDING OF YOUR RIGHTS YOU SHOULD CONSULT THE LAWS OF YOUR COUNTRY. WARRANTY LIMITATIONS THAT MAY AFFECT CONSUMER LAW TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY AND THE REMEDIES SET FORTH ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL, WRITTEN, STATUTORY, EXPRESS OR IMPLIED. HEAT GENIUS DISCLAIMS ALL STATUTORY AND IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS, TO THE EXTENT PERMITTED BY LAW. IN SO FAR AS SUCH WARRANTIES CANNOT BE DISCLAIMED, HEAT GENIUS LIMITS THE DURATION AND REMEDIES OF SUCH WARRANTIES TO THE DURATION OF THIS EXPRESS WARRANTY AND, AT HEAT GENIUS' OPTION, THE REPAIR OR REPLACEMENT SERVICES DESCRIBED BELOW. SOME COUNTRIES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY (OR CONDITION) MAY LAST, SO THE LIMITATION DESCRIBED ABOVE MAY NOT APPLY TO YOU.

WHAT IS COVERED BY THIS WARRANTY? Heat Genius warrants the Heat Genius-branded hardware product and accessories contained in the original packaging ("Heat Genius Product") against defects in materials and workmanship when used normally in accordance with Heat Genius's published guidelines for a period of TWO (2) YEARS from the date of original retail purchase by the end-user purchaser ("Warranty Period"). Heat Genius's published guidelines include but are not limited to information contained in technical specifications, user manuals and this installation guide.

WHAT IS NOT COVERED BY THIS WARRANTY? This warranty does not apply to any non-Heat Genius branded hardware products or any software, even if packaged or sold with Heat Genius hardware. Manufacturers, suppliers, or publishers, other than Heat Genius, may provide their own warranties to you but Heat Genius, in so far as permitted by law, provides their products "AS IS". Software distributed by Heat Genius with or without the Heat Genius brand (including, but not limited to system software) is not covered by this warranty. Please refer to the licensing agreement accompanying the software for details of your rights with respect to its use. Heat Genius does not warrant that the operation of the Heat Genius Product will be uninterrupted or error-free. Heat Genius is not responsible for damage arising from failure to follow instructions relating to the Heat Genius Product's use.

This warranty does not apply: (a) to consumable parts, such as batteries, unless failure has occurred due to a defect in materials or workmanship; (b) to cosmetic damage, including but not limited to scratches, dents and broken plastic on ports; (c) to damage caused by use with another product; (d) to damage caused by accident, abuse, misuse, liquid contact, fire, earthquake or other external cause; (e) to damage caused by operating the Heat Genius Product outside Heat Genius's published guidelines; (f) to damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of Heat Genius or an Heat Genius Authorised Installer; (g) to an Heat Genius Product that has been modified to alter functionality or capability without the written permission of Heat Genius; (h) to defects caused by normal wear and tear or otherwise due to the normal aging of the Heat Genius Product, or (i) if

any ID number has been removed or defaced from the Heat Genius Product.

YOUR RESPONSIBILITIES AS YOUR HEAT GENIUS PRODUCT IS CAPABLE OF STORING SOFTWARE PROGRAMS, DATA AND OTHER INFORMATION, YOU SHOULD ENSURE THAT THE GENIUS HUB IS CONNECTED TO THE INTERNET SO THAT IT CAN MAKE PERIODIC BACKUP COPIES OF THE INFORMATION CONTAINED ON THE STORAGE MEDIA TO PROTECT THE CONTENTS AND AS A PRECAUTION AGAINST POSSIBLE OPERATIONAL FAILURES.

Before receiving warranty service, Heat Genius or its agents may require that you furnish proof of purchase details, respond to questions designed to assist with diagnosing potential issues and follow Heat Genius's procedures for obtaining warranty service.

DURING WARRANTY SERVICE IT IS POSSIBLE THAT THE CONTENTS OF THE HEAT GENIUS PRODUCT'S STORAGE MEDIA WILL BE LOST, REPLACED OR REFORMATTED. IN SUCH AN EVENT HEAT GENIUS AND ITS AGENTS ARE NOT RESPONSIBLE FOR ANY LOSS OF SOFTWARE PROGRAMS, DATA OR OTHER INFORMATION CONTAINED ON THE STORAGE MEDIA OR ANY OTHER PART OF THE HEAT GENIUS PRODUCT SERVICED.

Following warranty service your Heat Genius Product or a replacement product will be returned to you as your Heat Genius Product was configured when originally purchased, subject to applicable updates. You will be responsible for reinstalling all other software programs, data and information. Recovery and reinstallation of other software programs, data and information are not covered under this warranty.

WHAT WILL HEAT GENIUS DO IN THE EVENT THE WARRANTY IS BREACHED? If during the Warranty Period you submit a valid claim to Heat Genius, Heat Genius will, at its option, (i) repair the Heat Genius Product using new or previously used parts that are equivalent to new in performance and reliability, (ii) replace the Heat Genius Product with a product that is at least functionally equivalent to the Heat Genius Product and is formed from new and/or previously used parts that are equivalent to new in performance and reliability, or (iii) exchange the Heat Genius Product for a refund of your purchase price. Heat Genius may request that you replace certain user-installable parts or products. A replacement part or product, including a user-installable part that has been installed in accordance with instructions provided by Heat Genius, assumes the remaining warranty of the Heat Genius Product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you. When a product or part is replaced or a refund provided, any replacement item becomes your property and the replaced or refunded item becomes Heat Genius's property.

HOW TO OBTAIN WARRANTY SERVICE? Please access and review the online help resources described below before seeking warranty service. If the Heat Genius Product is still not functioning properly after making use of these resources, please contact a Heat Genius representative. A Heat Genius representative will help determine whether your Heat Genius Product requires service and, if it does, will inform you how Heat Genius will provide it. When contacting Heat Genius via telephone, other charges may apply depending on your location. Online information with details on obtaining warranty service is provided below.

WARRANTY SERVICE OPTIONS Heat Genius will provide warranty service through one or more of the following options: (i) Mail-in service. If Heat Genius determines that your Heat Genius Product is eligible for mail-in service, Heat Genius will send you prepaid packaging and if applicable, packaging material, so that you may ship your Heat Genius Product to an the manufacturing centre in accordance with Heat Genius's instructions. Once service is complete, the manufacturing centre will return the Heat Genius Product to you. Heat Genius will pay for shipping to and from your location if all instructions are followed. (ii) Do-it-yourself (DIY) parts service. DIY parts service allows you to service your own Heat Genius Product. If DIY parts service is available in the circumstances, the following process will apply. (a) Service where Heat Genius requires return of the replaced product or part. Heat Genius may require a credit card authorization as security for the retail price of the replacement product or part and applicable shipping costs. If you are unable to provide credit card authorization, DIY parts service may not be available to you and Heat Genius will offer alternative arrangements for service. Heat Genius will ship a replacement product or part to you

with installation instructions, if applicable, and any requirements for the return of the replaced product or part. If you follow the instructions, Heat Genius will cancel the credit card authorization, so you will not be charged for the product or part and shipping to and from your location. If you fail to return the replaced product or part as instructed or return a replaced product or part that is ineligible for service, Heat Genius will charge your credit card for the authorized amount. (b) Service where Heat Genius does not require return of the replaced product or part. Heat Genius will ship you free of charge a replacement product or part accompanied by instructions on installation, if applicable, and any requirements for the disposal of the replaced product or part. (c) Heat Genius is not responsible for any labor costs you incur relating to DIY parts service. Should you require further assistance, contact Heat Genius on the contact details listed below. Heat Genius reserves the right to change the method by which Heat Genius may provide warranty service to you, and your Heat Genius Product's eligibility to receive a particular method of service. Service will be limited to the options available in the country where service is requested. Service options, parts availability and response times may vary according to country. You may be responsible for shipping and handling charges if the Heat Genius Product cannot be serviced in the country it is in. If you seek service in a country that is not the country of purchase, you will comply with all applicable import and export laws and regulations and be responsible for all custom duties, V.A.T. and other associated taxes and charges. For international service, Heat Genius may repair or replace products and parts with comparable products and parts that comply with local standards.

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THE FOREGOING LIMITATION SHALL NOT APPLY TO DEATHOR PERSONAL INJURY CLAIMS, OR ANY STATUTORY LIABILITY FOR INTENTIONAL AND GROSS NEGLIGENT ACTS AND/OR OMISSIONS. HEAT GENIUS DISCLAIMS ANY REPRESENTATION THAT IT WILL BE ABLE TO REPAIR ANY HEAT GENIUS PRODUCT UNDER THIS WARRANTY OR REPLACE THE HEAT GENIUS PRODUCT WITHOUT RISK TO OR LOSS OF INFORMATION STORED ON THE HEAT GENIUS PRODUCT. SOME COUNTRIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

PRIVACY Heat Genius will maintain and use customer information in accordance with the Heat Genius Customer Privacy Policy available at www.HeatGenius.co.uk/legal/warranty/privacy.

GENERAL No Heat Genius reseller, agent, or employee is authorised to make any modification, extension, or addition to this warranty. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired. This warranty is governed by and construed under the laws of the country in which the Heat Genius Product purchase took place. Heat Genius is identified at the end of this document according to the country or region in which the Heat Genius Product purchase took place. Heat Genius or its successor in title is the warrantor under this warranty.

HG Warranty English v1

# An Important Note

Please read this document carefully as well as the accompanying safety material provided before you use the Genius Hub.

You can find out more about the product and information about installation by visiting our website at: www.heatgenius.co.uk

You can often find help and answers to your questions by taping on the little help icon on many of the pages on the app.

Your Genius Hub comes with 90 days of technical support and a 2-year manufacturers warrantee on manufacturing defects.

If you have any problems with this product please do not hesitate to use our free call back facility on our website www.heatgenius.co.uk or email support@heatgenius.co.uk.

Heat Genius Ltd
22 Dreadnought Rd
Brierley Hill
West Midlands
DY5 4TG
Email: support@heatgenius.co.uk
Website: www.heatgenius.co.uk

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